

**ABSTRACT**

Vehicle data detected in a vehicle 10 is transmitted to an information center 12 so as to detect a fault. When 5 detecting generation of the fault, the information center 12 instructs the vehicle to perform a fault identification process. Identification of the fault location is performed while using mutual communication. When the detected fault is one that requires a recovery countermeasure, the 10 information center 12 instructs the vehicle to perform a recovery process. The recovery process is performed while using mutual data communication so as to eliminate the influence of the fault.